



**Code: 9727**

Family: Legal and Regulatory

Service: Public Safety

Group: Non-Competitive

Series: Exempt

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## **CLASS TITLE: DIRECTOR OF WORKERS' COMPENSATION**

### **CHARACTERISTICS OF THE CLASS**

Under direction, directs and manages the implementation and administration of the City's self-insured Workers' Compensation Program, and performs related duties as required

### **ESSENTIAL DUTIES**

- Manages and oversees the implementation of policies, procedures, and work standards for the City's Workers' Compensation Program pursuant to Illinois Workers' Compensation Act and applicable laws
- Directs the review, payment, investigation and adjustment of workers' compensation claims
- Directs the evaluation of return-to-work medical examinations
- Participates in the negotiation and settlement of benefit payments based on partial or total permanent disability
- Assesses and continuously monitors the cost effectiveness of the program and identifies inefficiencies and recommends process improvements
- Provides claims oversight by reviewing high exposure claims and escalated claims for adherence to established policies and procedures
- Monitors the management of claims, including the evaluation of injury claims, processing of medical bills, and payment
- Participates in vendor management, including evaluating vendor performance, contract terms, and vendor-add approvals
- Develops goals, objectives, and work standards and conducts performance evaluations of staff
- Coordinates with other departments/entities (e.g., Police, Fire, Law, pension boards) to ensure compliance in the administration of claims
- Directs the preparation of statistical, performance metrics, and required reports regarding workers' compensation claims
- Stays abreast of workers' compensation industry best practices, trends, and legislation pertaining to workers' compensation administration
- Represents the department in conferences, meetings, planning groups, hearings and settlements regarding Workers' compensation
- Establishes working relationships with sister agencies and other workers' compensation administration organizations to share resources and develop partnerships

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

## **MINIMUM QUALIFICATIONS**

### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, Risk Management or a directly related field, plus seven (7) years of work experience administering and adjusting workers' compensation claims, in which five (5) years are in a management/supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience

### **Licensure, Certification, or Other Qualifications**

- None

## **WORKING CONDITIONS**

- General office environment

## **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

## **PHYSICAL REQUIREMENTS**

- No specific requirements

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Comprehensive knowledge of:

- \*federal, state, and local laws, regulations, and guidelines regarding the administering of workers' compensation claims
- \*principles and practices of program planning, development and implementation
- \*workers' compensation claims management principles, practices and procedures
- \*medical and technical terminology used in injury cases
- \*management and supervisory principles, methods, practices, and procedures
- \*applicable computer software packages and applications (e.g., MS Word, Excel, PowerPoint, Access)
- contracts administration
- \*report preparation methods, practices, and procedures

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*NEGOTIATION – Bring others together and trying to reconcile differences
- \*INSTRUCTING – Teach others how to do something

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS – Add, subtract, multiply, or divide quickly and correctly
- IDENTIFY PATTERNS – Identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
  - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
January, 2020